



J. TYLER McCAULEY  
AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

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June 6, 2005

TO: Supervisor Gloria Molina, Chair  
Supervisor Yvonne B. Burke  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley   
Auditor-Controller

SUBJECT: **ALTAMED HEALTH SERVICES CONTRACT REVIEW – CAL-LEARN  
CASE MANAGEMENT SERVICE (Youth Services)**

We have completed a contract compliance review of AltaMed Health Services (AltaMed or Agency), a Cal-Learn Case Management Service contractor. The review was conducted by the Auditor-Controller's Countywide Contract Monitoring Division.

**Background**

The Department of Public Social Services (DPSS) contracts with AltaMed, a non-profit, community based organization that assists teen parents in completing their high school education. The Agency's services include recruiting and enrolling eligible participants, identifying unmet supportive services needs, and providing ongoing counseling and monitoring of participants progress in the program. The Agency also develops comprehensive case plans to assist participants in completing their high school education. The Agency is located in the First District.

DPSS pays AltaMed a fixed rate of \$161 per case per month. For Fiscal Year 2003-2004, DPSS paid the Agency approximately \$1 million.

**Purpose/Methodology**

The purpose of the review was to determine whether AltaMed provided the services outlined in their Program Statement and County contract. We also evaluated the Agency's ability to achieve planned services and staffing levels. Our monitoring visit

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included a review of the Agency's billing statements, case files, time records and performance outcome measures. In addition, we interviewed the Agency's staff and program participants.

### **Results of Review**

Overall, AltaMed provided the services required by the County contract using the appropriate number of staff. In addition, AltaMed staff met the qualifications required by the County contract. The program participants stated that the services they received from the Agency met their expectations. AltaMed also met their performance outcome standards required per the County contract.

Nine (90%) of the 10 participant case files reviewed, the Agency completed the comprehensive case plans to assist participants in completing their high school education. The Agency indicated that due to an oversight, a case plan was not developed for the remaining participant. However, AltaMed did identify the participant's unmet supportive services needs, provided ongoing counseling, and monitored the participant's progress in the program as required.

The details of our contract compliance review are attached.

### **Review of Report**

On May 18, 2005, we discussed our report with AltaMed, who concurred with our report. In their attached response, AltaMed's management indicates agreement with our report. We also notified DPSS of the results of our review.

We thank AltaMed for their cooperation and assistance during this review. Please call me if you have any questions, or your staff may contact Don Chadwick at (626) 293-1102.

JTM:MMO:DC

Attachment

c: David E. Janssen, Chief Administrative Officer  
Bryce Yokomizo, Director, Department of Public Social Services  
Anita Butler, Director of Youth Services, AltaMed Health Services  
Public Information Office  
Audit Committee

**COUNTYWIDE CONTRACT MONITORING DIVISION  
CAL-LEARN CASE MANAGEMENT SERVICES  
FISCAL YEAR 2004-2005  
ALTAMED HEALTH SERVICE**

**BILLED SERVICES/CLIENT VERIFICATION**

**Objective**

Determine whether AltaMed Health Services (AltaMed or Agency) provided the services billed in accordance with their County contract and the program participants actually received those services.

**Verification**

We sampled 10 program participant case files and reviewed the documentation contained in the case files to support the Agency's compliance with the County contract. We also interviewed 19 program participants. In addition, we reviewed the comprehensive case plans developed by the Agency to assist participants in completing their high school education. Our sample represents \$12,229 out of a total of \$290,603 that AltaMed billed the Department of Public Social Services (DPSS) for July, August, September and October 2004.

**Results**

AltaMed provided the services required by the County contract. All 10 participant case files sampled contained documentation to support that the participants were eligible to receive program services. In addition, the 19 participants interviewed stated that the services met their expectations.

For nine (90%) of the 10 participant case files reviewed, the Agency developed and completed the comprehensive care plans to assist the participants in completing their high school education. The Agency indicated that due to an oversight, the remaining comprehensive plan was not developed. AltaMed did identify the participant's unmet supportive services needs, provided ongoing counseling, and monitored participant's progress in the program.

**Recommendation**

**There are no recommendations for this section.**

## **PERFORMANCE OUTCOME MEASURES**

### **Objective**

Determine whether AltaMed met their performance outcome standards required per the County contract. The outcome standards require that 60% of the participants are enrolled in school and 50% of the students enrolled provide a report card. In addition, 50% of the students enrolled must complete their high school education.

### **Verification**

We reviewed AltaMed's semi-annual and annual Performance Measure Reports for the period December 1, 2003 through November 30, 2004 to ensure the Agency's compliance with the County contract.

### **Results**

AltaMed met their performance outcome standards required per the County contract. For our review period, 68% of all participants were enrolled in school and 55% of all participants enrolled in school provided timely reports cards. In addition, approximately 50% of the participants enrolled in school completed their high school education.

### **Recommendation**

There are no recommendations for this section.

## **SERVICE/STAFFING LEVELS**

### **Objective**

Determine whether AltaMed's actual service and staffing levels did not significantly vary from planned levels.

### **Verification**

We reviewed invoices for July, August, September and October 2004 and compared them to the Agency's proposed service level for the same period. We also interviewed 16 of AltaMed's staff and reviewed AltaMed's employee roster.

### **Results**

For July, August, September and October 2004, AltaMed's reported service level averaged 452 participant cases per month. This represents a 43% decrease from the budgeted service level of 794 cases per month. The decrease was due to a reduction in the number of cases referred to the Agency by DPSS. For the same period, the Agency maintained an actual staffing level of 16 full time equivalent (FTE) staff. This

represents a 48% reduction to there planned staffing level of 31 FTE staff. AltaMed indicated that they monitor their staffing level to be consistent with the changes in the service level.

**Recommendation**

There are no recommendations for this section.

**STAFFING QUALIFICATIONS****Objective**

Determine whether AltaMed's staff met the qualifications for employment as requested by the County contract.

**Verification**

We reviewed the personnel files for six program staff for documentation to confirm staff qualifications.

**Results**

Each staff reviewed met the required education and work experience qualifications. In addition, each staff met the bilingual requirement and received the appropriate background checks.

**Recommendation**

There are no recommendations for this section.

# AltaMed

May 19, 2004

J. Tyler McCauley  
Los Angeles County Auditor-Controller  
500 W Temple, Room 525  
Los Angeles, CA 90012

Dear Mr. McCauley:

## Contract Review Response

We have reviewed the report issued by your Department and are in general agreement with the findings and recommendations.

Please call me if you have any questions at (323) 722-8300 x 245.

Sincerely,



Anita Butler, M.S.  
Director of Youth Services  
AltaMed Health Services Corporation

cc: AltaMed Compliance Department  
AltaMed Operations Department

*Continuing The Tradition Of Caring...*  
AltaMed Health Services Corporation  
YOUTH SERVICES

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